

Office of Equal
Opportunity

ANNUAL REPORT FY 2021

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FY21 ANNUAL REPORT

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EXECUTIVE SUMMARY

The Office of Equal Opportunity (OEO) exists to promote diversity within the state workforce and improve the opportunities for minorities and women to access state employment and state contracts. Our office is housed within the Office of Administration and is established by Executive Orders 05-30 and 10-24. It is our mission to champion opportunities for all individuals and encourage utilization of minority and womenowned businesses.

OEO submits an annual report to the Governor and Commissioner of Administration to summarize the progress made toward achieving the State's diversification goals. The report summarizes workforce diversity, supplier diversity, and procurement data collected from state agency activities. The report alsoincludes demographic information of the state's workforce and certified minority and women-owned businesses.

OEO also operates a robust outreach and community engagement program that supports the workforce and supplier diversity programs while advocating for diversity and inclusion initiatives to support all Missouri citizens. As a result, OEO is empowered to offer recommendations to departments and senior leaders acrossgovernment regarding how the state can achieve desired goals.

WHAT WE DO

- **Workforce Diversity:** OEO fulfills its mission by proactively promoting workforce diversity and inclusion in the State's employment of minorities and women. Our efforts include but are not limited to working with state agencies on best practices, training opportunities, and external partnership development.
- **Supplier Diversity:** OEO certifies eligible Minority and Women-owned Business Enterprises (M/WBE) for availability of diverse supplier for state procurement opportunities, as well as those entities external to state government, seeking to do business with minority and women vendors. The expenditures resulting from contracts with minority and women vendors highlights our model of inclusion through the state's procurement efforts.
- **Advocacy:** OEO advocates on behalf of minorities and women to ensure their representation in the State of Missouri's workforce and to monitor their inclusion in the State's procurement process.
- **Education & Outreach:** OEO is constantly seeking proactive ways to foster the inclusion of minorities and women throughout state employment and contracting opportunities, including, but not limited to, disseminating job and procurement information through OEO's website and our social media platforms.
- **Data Gathering:** OEO collaborates with each executive department to gather pertinent data regarding the utilization of minorities and women throughout state government.
- **Reporting:** OEO shares the data and information on a regular basis to the Commissioner of Administration and on an annual basis to the Governor as mandated by Executive Order 05-30 & 10-24.

WORKFORCE DIVERSITY PROGRAM

The Workforce Diversity Program fulfills the objectives of Executive Order 10-24, which establishes the effort to eliminate any potential discriminatory barriers to employment, while enhancing the state's effort to provide equal employment opportunity and improve workforce diversity.

The Workforce Diversity Program shall:

- 1) Ensure awareness of workforce diversity before hiring decisions are made;
- 2) Prohibit departments in the executive branch from engaging in unlawful discriminatory practices; and
- 3) Place a strong emphasis on recruitment, retention, and upward mobility as methods to enhance the state of Missouri's workforce through equal employment opportunity and workforce diversity.

The Office of Equal Opportunity provides as the state's Equal Employment Opportunity Officer. The Officer's responsibilities include reviewing and approving executive department workforce diversity plans, assisting departments in the development of their workforce diversity plan, reviewing progress reports and meeting with each department director to evaluate departmental results and determine future workforce diversity goals, timetables, recruiting, planning and implementation. (EO 10-24)

2020 CENSUS DATA – MISSOURI'S DIVERSITY

In 2021, the US Census Bureau released the results of the 2020 Census¹. Missouri's racial diversity has increased by nearly 8% over the last 20 years.

The 2020 Census revealed, for the first time, the total population of those who identify as white in Missouri declined- from almost 5 million in 2010, to 4,740,335 in 2020. This is a decrease of more than 5% in those who identify as white, while an increase of roughly one-fourth in those identifying as Asian and Hispanic, and a 35% increase in those who identify as Other Race occurred. The identification as Two or More Races has more than tripled since the 2010 Census, from 2.08% to 6.71% of the population.

RACIAL DIVERSITY in MO

↑ 8%
FROM
2000 TO 2020

Missouri has a wide range of populations and a mix of urban, suburban and rural. Over half of Missouri's population lives in the Kansas City and St. Louis metropolitan areas. These areas also

have the largest diversity in their population. Many rural counties are home to smaller, more racially homogenous populations.

RACIAL MINORITY GROUPS REPRESENT

22.98%

OF MISSOURI'S
POPULATION, AND

4.92%

OF MISSOURIANS IDENTIFY
AS HISPANIC

While nearly 23% of Missouri's total population identifies as nonwhite, an estimated 31.8% of Missouri's under-18 population identifies as nonwhite. Nationwide, over 50% of the under-18 population identifies as nonwhite for the first time in US history. By 2030, immigration is expected to surpass natural population growth for the first time in US history.

¹ The U.S. Census Bureau adheres to the U.S. Office of Management and Budget's (OMB) definition of ethnicity. There are two minimum categories for ethnicity: Hispanic or Latino and Not Hispanic or Latino. OMB considers race and Hispanic origin to be two separate and distinct concepts. Hispanics and Latinos may be of any race.

STATE OF MISSOURI'S WORKFORCE DIVERSITY

Statewide Overview

The state workforce remains one of the largest employers in Missouri. At the end of fiscal year 2021, the enterprise employed 39,155 workers across the 16 executive departments. This is a net decrease of 6.7% from FY20 with 41,982 executive department employees. 22% of separations during FY21 were minorities. At the end of FY21 the state workforce still included individuals from all 114 Missouri counties and St. Louis City.

STATE WORKFORCE:

39,155

EXECUTIVE DEPARTMENT
EMPLOYEES

RACIAL AND ETHNIC
MINORITY GROUPS
REPRESENT

14.55%

OF THE STATE'S
WORKFORCE.

The shared goal among the executive departments is to attract, hire and retain a workforce that reflects the rich diversity of Missouri and the citizens we serve. While 22.98% of citizens of Missouri identify as nonwhite, 14.55% of the state workforce identifies as nonwhite. As compared to Missouri's population, those who identify as American Indian and Black are underrepresented in the state's total workforce, while Hispanic, Asian, Native Hawaiian/Pacific Islander and Multiracial individuals are

more greatly underrepresented.

The latest census data on the gender representation (2019) shows females make up 50.90% of the Missouri's population, while females make up 54.05% of the state's total workforce.

FEMALES REPRESENT

54.05%

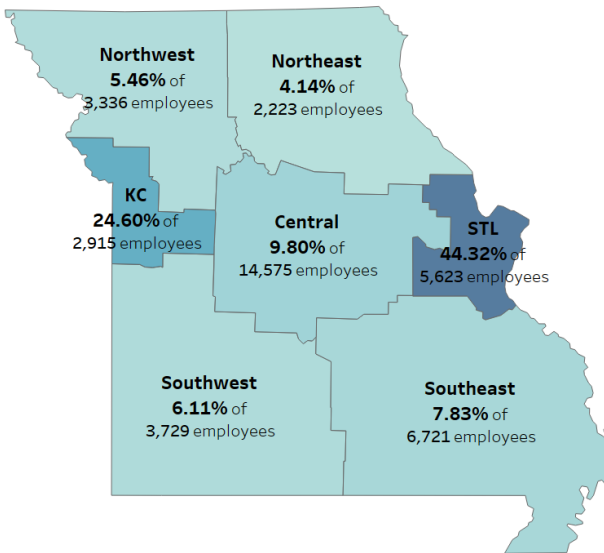
OF THE STATE'S
WORKFORCE

Regional Overview

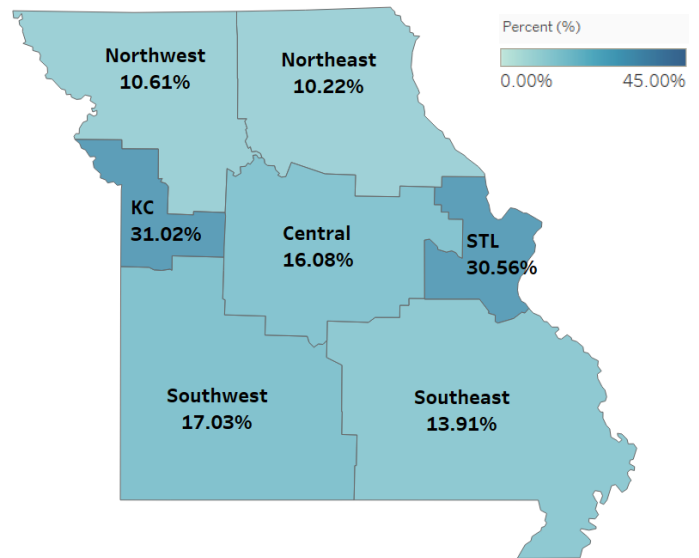
While a majority of Missouri's population is located in the urban and suburban counties of the state, the state workforce is distributed more evenly across the geography of the state. A large portion of the state's workforce is located in the Central region in and around Jefferson City (37%), while the remaining numbers are spread throughout the remaining six regions.

Due to the range of diversity in the populations of Missouri's regions, we also can take a look at how the state's workforce diversity compares to the diversity of Missouri's popular by region as well.

Percent (%) Minority in the **State Workforce**



Percent (%) Minority in the **Missouri Population**



Regions	Percent (%) Minority		Percent (%) Difference +/-
	In Workforce	In Population	
NW	5.46	10.61	-5.15
NE	4.14	10.22	-6.08
KC	24.60	31.02	-6.42
CE	9.80	16.08	-6.28
STL	44.32	30.56	+13.76
SW	6.11	17.03	-10.92
SE	7.83	13.91	-6.08

The table to the left shows the difference in the percentage of minorities in the workforce versus the minorities in Missouri's population.

Each department may have a varying amount of workforce in each region that is dependent on office location and the staff member's official domicile location.

Executive Department Overview

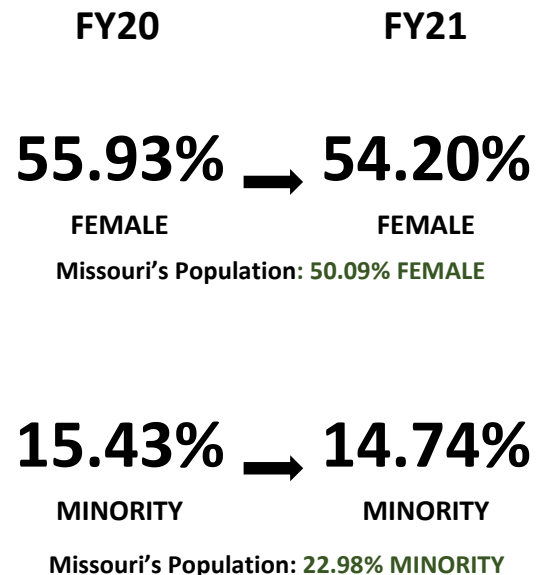
The 16 executive departments are unique in their services and structure, but share a common mission:

To attract, hire and retain a workforce that reflects the population of Missouri and the citizens we serve.

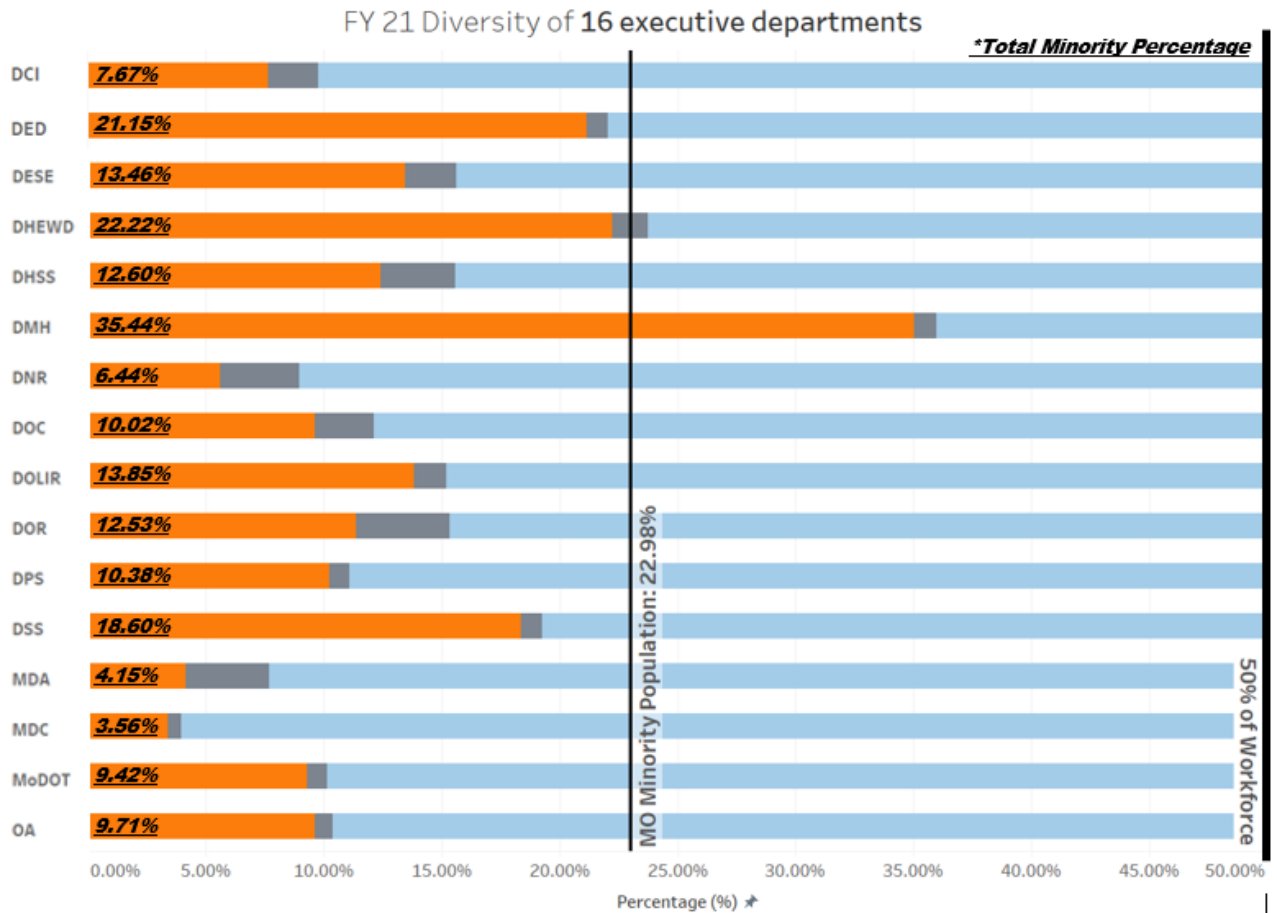
Each department is required to create a Workforce Diversity Plan that includes personalized steps to promote diversity and inclusion within their respective workforce as outlined in Executive Order 10-24. The autonomy to create their own plan allows them to address the unique challenges and needs of their respective department. For example, gender-traditional occupations, such as males in public safety and wildlife management and females in healthcare and education roles, can create challenges to achieve gender diversity in some departments.

Between the 16 executive departments, the percent of women and minorities in the state workforce over the last year has not seen a drastic change. Though there was a slight decrease to 54.20% female in FY21, 11 of the 16 departments had higher female representation than at that the end of FY20. Nine of the executive departments are above the target of 50.09%.

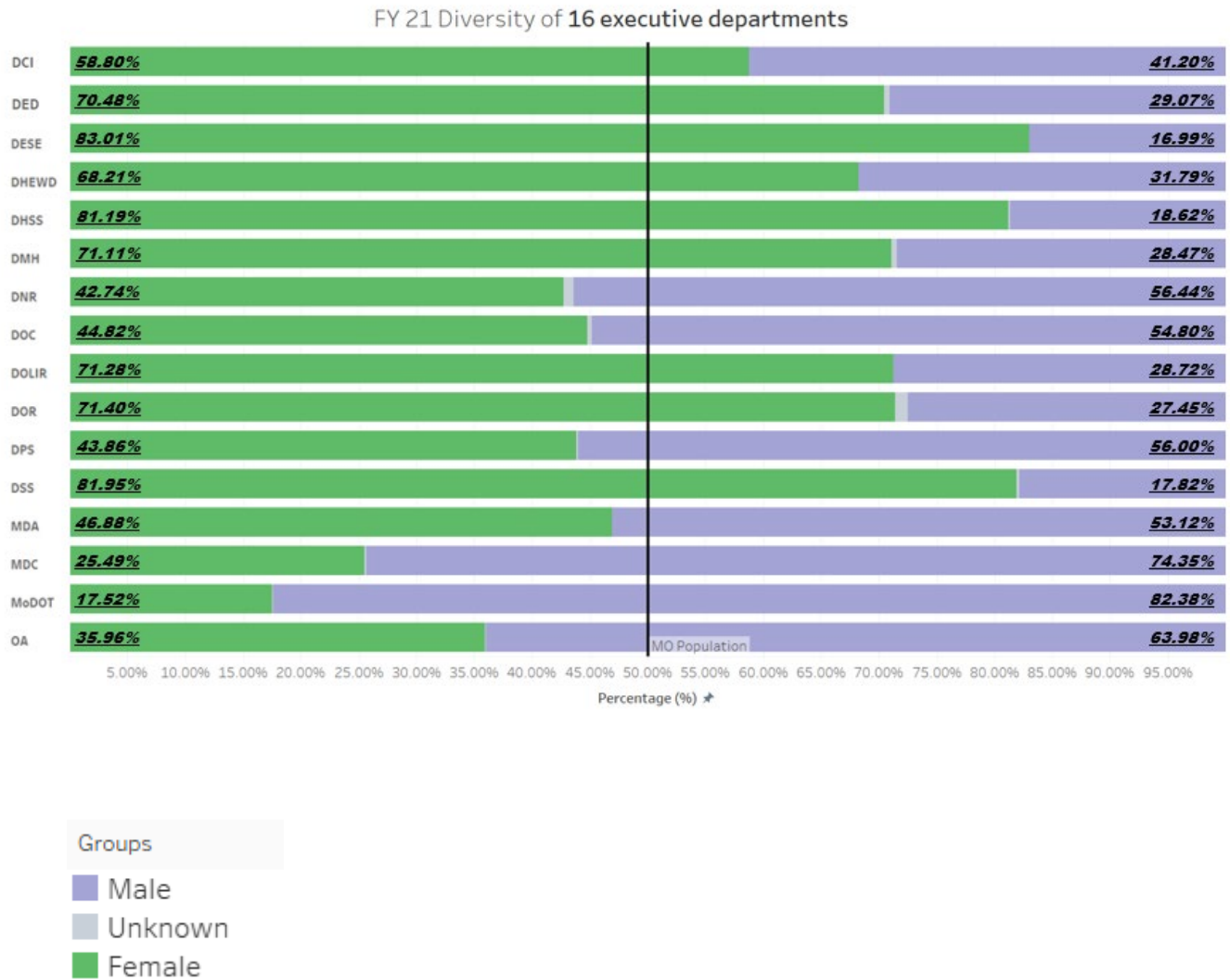
The minority representation dropped slightly from 15.43% to 14.74% for FY21. Out of the 16 executive departments, nine have increased minority representation since FY20.



RACE



GENDER



DEPARTMENT 3 IN 6 PLANS

In the fall of 2020, all 16 executive departments created 3 in 6 Plans. These plans identified three diversity & inclusion (D+I) action items that could be accomplished in six months. The actions included great initiatives unique to each department's situation, such as trainings, surveys, town halls, reviews of hiring processes, targeted recruiting, increased communication on diversity and inclusion, evaluation of employee demographics and forming new teams to specifically address diversity and inclusion. For each of these actions, the departments identified

CREATED 3 IN 6 PLAN:

16/16

DEPARTMENTS

the desired impact, the current status and actionable next steps towards completing the action. As of April 2021, all 16 departments reported they had started on all three of their action items. Ten of the departments had completed at least one item, 9 departments had completed two of three items, and 3 departments had completed all of their 3 in 6 action items.

AS OF APRIL 2021, OUT OF 48 PROPOSALS

44%

COMPLETE

54%

IN PROGRESS

These efforts have furthered the conversation around D+I in state government, made our departments more inclusive places to work for current employees, and promoted the state of Missouri as a champion for D+I in our recruitment effort.

All plans are available at <https://oco.mo.gov/missouri-department-3-in-6-plans/>.

TOP 3 IN 6 THEMES:

<u>Theme:</u>	<u># of Departments:</u>
D+I Training	10
Recruitment	9
D+I Council	7
Assess Demographic Data	7
Leadership Commitment to D+I Efforts	6
External Messaging for D+I	6

SUPPLIER DIVERSITY PROGRAM

The Supplier Diversity Program fulfills the objectives of RSMo 37.020, which establishes the effort to increase and maintain participation of socially and economically disadvantaged businesses. The mission of OEO is to champion opportunities for all individuals and encourage utilization of Minority and Women-owned businesses.

The Supplier Diversity Program includes the state's Minority and Women-Owned Business Enterprise (MBE/WBE) certification program, utilization goals, and other programming that aims to increase participation of MBE/WBE firms in state agency procurement.

Certification is a cornerstone of the state's supplier diversity initiative that aims to create equity among underutilized businesses that have historically experienced race and sex-based discrimination. Eligibility for the MBE/WBE certification is determined by CSR 10-17.040. All currently certified vendors are listed in the online OEO Certified M/WBE Directory. The directory allows MBE/WBE's to gain increased visibility. Additionally, the MBE/WBE certification status can be leveraged in the competitive bidding process.

To be certified, an applicant must:

- Be at least 51% owned by a Minority and/or Women;
- Have a minority and/or woman occupying the highest position in the company and capable of exercising direct control of daily operations and management;
- Be a US citizen or lawful resident; and
- Be a for-profit company.

The Supplier Diversity Program also includes supportive services through our ACCESS Series and outreach and engagement efforts.

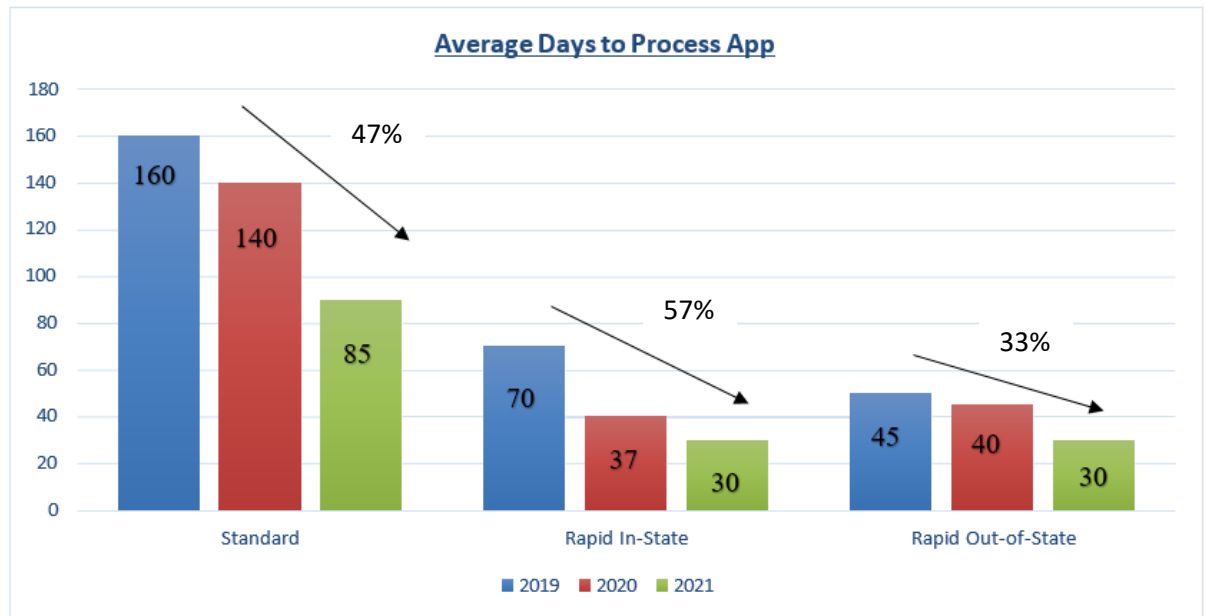
CERTIFICATION PROCESS IMPROVEMENT

OEO reviewed available data alongside valuable feedback from our customers and identified an opportunity to provide better a better customer experience. In 2018, the Minority/Women Business Enterprise (MBE/WBE) Certification program took an average of 154 days to process an application.

Through a series of process improvements, by 2020, the average time for certification decreased to 74 days – a combined average of 48% reduction in the time it takes to process the program’s applications.

Average of
62
Days to Certify

The improvements focused the certification process workflow. By identifying these areas, there was a decrease in completion time and an increase in process efficiency. Now, in 2021, the average time to certification is 62 days.



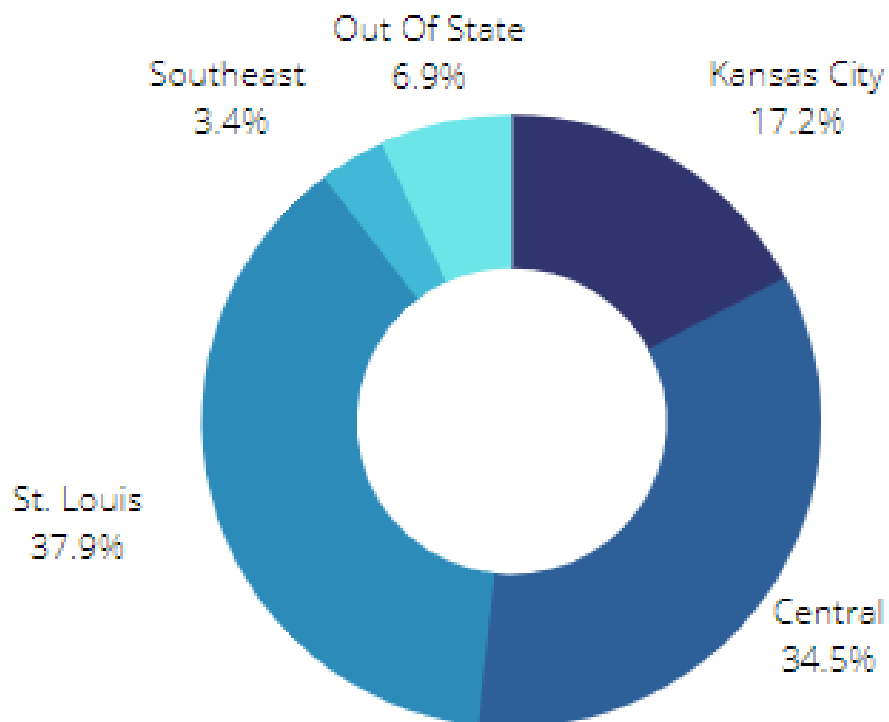
OUTREACH AND ENGAGEMENT

Outreach and engagement is a vital tool in raising awareness of the Supplier Diversity Program. Whether OEO is attending or hosting an event, we are consistently looking for opportunities to connect with the businesses, partners, and stakeholders across Missouri. One of the primary focuses of engagement is building relationships and expanding our network. Providing MBE and WBE businesses with access to information, resources, capital is a priority. For FY21, OEO had a presence at over 30 outreach events.

24%

Increase in outreach efforts in FY21

OUTREACH EVENTS BY REGION

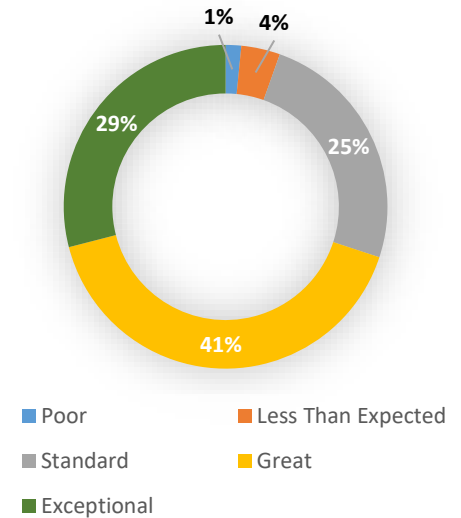


CUSTOMER SATISFACTION SURVEY

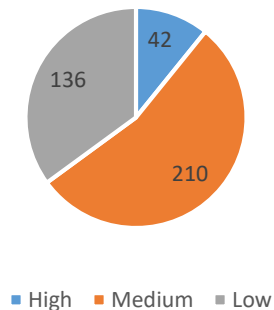
In an effort to continuously improve, we conduct a MBE/WBE customer service survey each year. The survey was sent to 1531 certified MBE/WBE vendors. Of those, a total of 388 respondents completed the survey.

The customer service portion measured the level of service received, completion time for certification, as well as bid/contract participation. The results from this survey has aided in OEO's effort to increase efficiency and satisfaction with certified MBE/WBEs.

Customer Service



COVID Impacts



High (this may put us out of business)

Medium (financials have been significantly impacted)

Low (impacts have been minimal and operations are stable)

The FY21 survey also measured COVID-19 impacts to the MBE/WBE business. The respondents revealed that COVID-19 impacted them, more specifically, as follows:

- **9** completely closed/lost their business
- **70** shortened their hours of operation
- **18** expanded hours of operation
- **134** supply chains were disrupted
- **82** customer demands increased
- **225** customer demand decreased

PROCUREMENT

Programs have been developed across the country - at the federal, state, and local level - to counteract underrepresentation in the marketplace. The State's procurement process is a vital component to minority and women-owned businesses to be awarded state contracts.

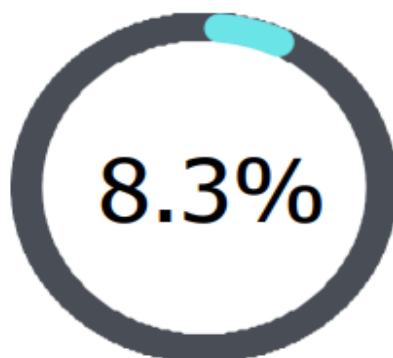
Executive Order 05-30 provides that "All agencies shall continue to make every feasible effort to target the percentage of goods and services procured from certified MBEs and WBEs to 10% and 5%, respectively." Only OEO certified vendors can be counted towards minority or women participation goals.

The services provided by each of the executive departments are unique; therefore, the types of contracts sought by each agency may vary. Additionally, the type of commodity or services needed and the amount of the expenditure impacts the type of procurement used as defined by Chapter 34.044, RSMo

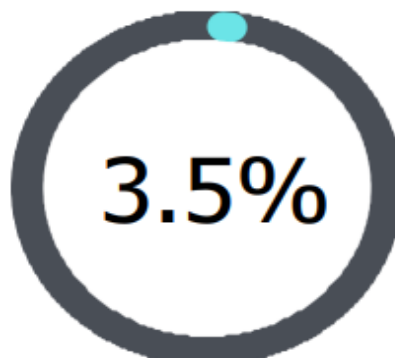
Goals:
10%
Minority-Owned
5%
Woman-Owned

FY21 Executive Department Expenditures

MBE EXPENDITURE %



WBE EXPENDITURE %



UTILIZATION

To achieve economic stability across all Missouri businesses, Executive Order 05-30 outlines the desired goals of 10% MBE and 5% WBE utilization percentages. These utilization goals only apply to expenses that are considered as includable object codes. Some expenditures, such as utilities and lodging, are not considered includable object codes and therefore are not included in the calculations for utilization percentages.

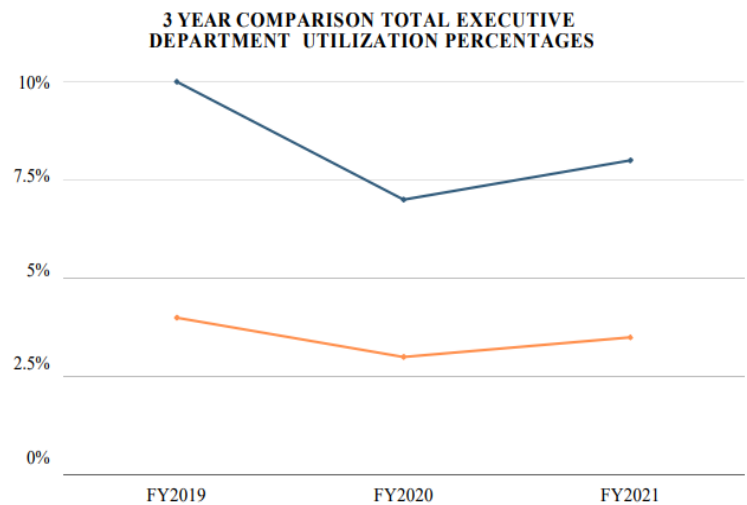
Calculation:

The utilization percentage is calculated at the end of each fiscal year with the following steps:

Step 1: Total all payments made to all vendors with includable object codes.

Step 2: Total the payments made to certified MBE/WBE vendors that provided goods and/or services

Step 3: Divide the payments made to certified M/WBE vendors by the total payments made to all vendors



If an MBE/WBE vendor is participating as a subcontractor on a contract, the participation is calculated based on reports submitted by the prime contractors to the Division of Purchasing. The percentage of the total payments to the prime contractor should equal the percentage specified in the contract and will be reflected in the utilization percentages for MBE/WBE participation.

3 Year Comparison of Total Executive Department Expenditures

Fiscal Year	MBE Expenditure	WBE Expenditure	Total Expenditures	MBE%	WBE%
FY2019	\$ 79,160,067.40	\$ 33,762,818.79	\$ 1,246,218,621.00	10.04%	4.28%
FY2020	\$ 86,832,898.41	\$ 35,210,959.83	\$ 1,303,215,220.41	6.66%	2.70%
FY2021	\$ 123,183,967.51	\$ 52,747,890.67	\$ 1,490,113,363.20	8.27%	3.54%

SUMMARY OF MBE/WBE EXPENDITURES BY DEPARTMENT

Summary of MBE/WBE Expenditures by Department					
Department	MBE Total Expenditure	WBE Total Expenditure	Initial Total Expenditure	MBE%	WBE%
OFFICE ADMINISTRATION-OPER	\$47,337,676.25	\$4,278,122.91	\$124,541,160.58	38.01%	3.44%
AGRICULTURE-OPERATING	\$1,577.01	\$64,937.85	\$5,188,489.50	0.03%	1.25%
DCI-OPERATING	\$169,649.57	\$95,831.26	\$3,314,323.13	5.12%	2.89%
CONSERVATION-OPERATING	\$5,692,167.09	\$419,919.61	\$47,752,019.29	11.92%	0.88%
ECONOMIC DEVELOP-OPER	\$83,792.73	\$8,352,189.10	\$12,561,316.12	0.67%	66.49%
ELEM & SEC EDUCATION-OPER	\$935,852.67	\$1,196,454.41	\$58,087,246.53	1.61%	2.06%
DHEWD-OPERATING	\$81,723.15	\$26,032.06	\$6,962,457.55	1.17%	0.37%
HEALTH & SENIOR SERVICES-OPER	\$2,738,134.78	\$2,922,378.35	\$44,865,760.85	6.10%	6.51%
MO TRANSPORTATION-OPER	12,658,327.71	\$8,875,397.80	\$299,729,234.14	4.22%	2.96%
LABOR & INDUSTRIAL REL-OPER	\$648,972.52	\$388,645.04	\$4,280,070.90	15.16%	9.08%
MENTAL HEALTH-OPERATING	\$280,167.95	\$108,114.01	\$46,824,738.87	0.60%	0.23%
NATURAL RESOURCES-OPER	\$241,170.99	\$414,139.88	\$20,125,505.71	1.20%	2.06%
PUBLIC SAFETY-OPERATING	21,435,224.40	\$14,096,866.92	\$289,765,590.91	7.40%	4.86%
*REVENUE-OPERATING	\$2,869,962.19	\$734,598.20	\$63,123,784.23	4.55%	1.16%
SOCIAL SERVICES-OPERATING	22,182,922.51	\$4,124,002.71	\$218,424,554.26	10.16%	1.89%
CORRECTIONS-OPERATING	\$5,887,773.56	\$6,682,729.20	\$244,567,110.63	2.41%	2.73%
TOTALS	\$123,245,095.08	\$52,780,359.31	\$1,490,113,363.20	8.27%	3.54%

TOP 10 MBE/WBE OBJECT CODESExecutive Department **MBE** Expenditures on Top 10 Object Codes

Object Name	FY21 Expenditure
Comp Software Maint, Lic & Subsc (2583)	\$ 34,574,689.50
Non Mnfrm Comp Equ Over Thres (2700)	\$ 7,635,381.58
Under Threshold-Computer Equip (2685)	\$ 10,454,207.70
Info Technology Consult & Srvs (2541)	\$ 9,116,309.22
Under Threshold-Non MF Com (2686)	\$ 9,391,447.09
IT Net & Com Equip Over Thresh (2701)	\$ 4,128,573.48
Comp Hardware Repair & Maint (2580)	\$ 3,531,007.62
Housekeeping & Janitor Serv (2547)	\$ 1,937,667.92
Other Professional Serv (2544)	\$ 2,798,563.50
Non-Mainframe Comp Software (2706)	\$ 1,885,254.98
Total	\$ 85,453,102.59

Executive Department **WBE** Expenditures on Top 10 Object Codes

Object Name	FY21 Expenditure
Advertising Services (2466)	\$ 13,483,595.83
Other Professional Services (2544)	\$ 3,524,844.94
Temporary Personnel Serv (2469)	\$ 1,988,423.24
Comp Hardware Repair & Maint (2580)	\$ 545,439.25
Comp Software Maint, Lic & Subs (2583)	\$ 1,849,708.16
Express & Freight Services (2547)	\$ 12,349.50
Other Specific Use Equip (2457)	\$ 745,009.34
Resale Merchandise (2304)	\$ 28,222.45
Non MnFrm Comp Equ Over Thres (2700)	\$ 77,910.56
Info Technology Consult & Srvs (2541)	\$ 140,505.00
Total	\$ 22,396,008.27

OEO DIVERSE SUPPLIER CHAMPIONS

The Office of Equal Opportunity has reinstated our departmental awards in an effort to raise awareness and highlight exceptional utilization percentages. Our feasible effort goal is to achieve 5% utilization of a Woman-Owned Business Enterprise (WBE) and 10% utilization of a Minority-Owned Business Enterprise (MBE).

The award categories are as follows:

HIGH FIVE AWARD – WBE Utilization

The High Five Award recognizes the department with the highest utilization of Woman-Owned Businesses.

This year's High Five award recipient is the Department of Economic Development with a WBE utilization percentage of 66.5%.



PERFECT TEN AWARD – MBE Utilization

The Perfect Ten Award recognizes the department with the highest utilization of Minority-Owned Businesses.

This year's Perfect Ten award recipient is the Office of Administration with a MBE percentage of 38%.

DIRECTOR'S AWARD – MBE/WBE Utilization

The Director's Award recognizes the department with the highest utilization of both Woman and Minority-Owned Businesses.

This year's Director's award recipient is the Department of Labor and Industrial Relations with a MBE percentage of 15% and WBE percentage



FACILITIES MANAGEMENT, DESIGN AND CONSTRUCTION (FMDC) MISSION

The mission of OA's Division of Facilities Management, Design and Construction (FMDC) is to provide superior workplace environments for state occupants and their visitors as well as to protect the State's investments in property assets. The mission is carried out by the various units that make up FMDC. These include:

The FMDC Budget and Accounting unit oversees the preparation of FMDC's operating budgets for building operations and FMDC's capital improvement budgets for design and construction projects. The unit processes payments to contractors and designers for the Capital Improvements (CI) program and for leased property for the Office Space Planning Program.

The Operations Unit maintains and manages state-owned office buildings and other structures in the Capitol Complex and other locations within the state. They also maintain buildings for the Department of Elementary and Secondary Education, Mental Health, Division of Youth Services, and the Missouri State Highway Patrol. Additionally, the unit also operates state office buildings in St. Joseph, Kansas City, Springfield, and St. Louis. This unit provides technical services such as energy management and occupational safety.

The Administrative Services Unit provides general office management, oversight of contract execution, and oversight of FMDC's operational excellence program.

The Office Space Planning Program coordinates the allocation of office space and the design of small office space renovations as well as real estate transactions on behalf of the state, including the conveyance of state-owned property, the purchase of property, and the granting easements.

The Planning, Design, and Construction Unit (PD&C) is responsible for the CI budget, which includes the maintenance and repair construction budget and the new construction budget. In addition, it reports annually on the condition of all assets in a comprehensive database. Review of all requests for appropriations for capital improvements also fall under the responsibilities of this unit.

FY21 MBE/WBE PARTICIPATION FOR COMPLETED PROJECTS

	Contract Amount	MBE- Total Amount Paid	WBE - Total Amount Paid	Total Percentage
FY21 Total Original Construction Contract Amount (Projects including MBE Participation)	\$64,057,581.60	\$5,753,626.00		8.98%
FY21 Total Original Construction Contract Amount (Projects including WBE Participation)	\$67,969,755.08		\$11,348,456.05	16.70%
<u>FY21 Total Original Architect/Engineer Contract Amount (Projects including MBE Participation)</u>	\$381,105.00	\$240,366.55		63.07%
<u>FY21 Total Original Architect/Engineer Contract Amount (Projects including WBE Participation)</u>	\$463,565.00		\$333,313.00	71.90%

“Thank you for your continued efforts across the state to ensure diversity and inclusion in government.”

